

# POSITION DESCRIPTION EES

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## PART I-Position Information

1. Agency Name Department for Children & Families	9. Position Number	10. Budget Program Number 024241
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Services Specialist	
3. Division Economic & Employment Services - EES	12. Proposed Class Title	
4. Section Wichita \ Winfield \ El Dorado \ Pratt	13. Allocation	
5. Unit	14(a). Effective Date 1/1/13	14(b). FLSA Code
6. Location (address where employee works) City: Wichita County: Sedgwick	For Use By Personnel Office	15. By Approved
7. (Circle appropriate time) (Full time) ( Perm.) Inter. Part time Temp. %	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM TO: 5:00 AM/PM	17. Position Reviews Date: Date: Date: Date:	

## PART II-Organizational Information

18(a). Briefly describe why this position exists. What is the purpose, goal, or mission of the position.)

This position collects and analyzes information required to determine eligibility and potential effect on benefits or services, investigates questionable situations and notifies appropriate departments of discrepancies identified and refers customers to appropriate services.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
	EESS Supervisor	

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Supervision of experienced workers is minimal. Workers are expected to function independently in much customer contact and decision making. The worker has complete responsibility for committing agency funds and for taking correct action based on federal and state regulations.

d) Which statement best describes the results of error in action or decision of this employee?

( ) Minimal property damage, minor injury, minor disruption of the flow of work.

(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.

( ) Major program failure, major property loss, or serious injury of incapacitation.

( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

The incumbent of this position works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. The incumbent uses free time as available to assist other staff in the completion of work assignments and performs other tasks as assigned by management. The incumbent contributes to a positive work environment through a positive, helpful and courteous demeanor towards staff, customers and the general public. The incumbent adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

No	%	E or M	Task
1	30%	E	Obtain information: a. Use Application, Review, Interim Report, or change information provided to determine such information as household composition, family unit, income, resources, expenses, etc. b. Use interview script where applicable to gain understanding and to follow up on specific areas. Obtain information from the client they have immediately available or can obtain during the discussion. c. Utilize collateral contacts to obtain verification allowing one touch resolution. This would include using electronic means to obtain this data. d. Utilize information available to the agency through internal arrangements, such as unemployment, Child Care, Social Security, etc. e. Request information from the client
2	30%	E	Apply knowledge and determine eligibility: a. Gain/maintain program knowledge in Cash, Food Assistance, Child Care, and Medical programs. b. Use desk aides, code cards, BPR Handbook, KEESM, KFMAM, other electronic manuals and supports to assist with wide array of information needed for this position. c. During interviews and in reviewing documents, use program knowledge to determine correct programs, what information is needed, and to help share explanation to the client. d. Make determination of program eligibility, benefit amount and provide written notice.
3	20%	E	Data entry& Documentation: a. Enter information on eligibility system(s) as you obtain and document as you go. b. Access work and complete work on the "Tracker" c. Complete interview template and case file documentation (OneNote) as you work up case d. Complete phone records as applicable by team color and task. e. Complete necessary data base information
4	10%	E	Communication with Internal and External Sources a. Contact clients for information or to update them on case situations. b. Communication with Work Program or Child Support regarding client meeting program requirements c. Provide Referrals to Internal and External Services d. Direct clients to Q & A or United Way 211 for multiple needs.
5	10%	M	Attend Training, Meetings, Workshops, etc. a. Attend unit meeting and team huddles b. Attend Regional Policy, Update, and Procedure sessions c. Attend mandated trainings d. Attend approved training that will help further your development in Economic and Employment Services e. Complete assigned or approved On-line training
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\*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

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22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of federal funds and/or fiscal sanctions to the State of Kansas

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
- ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position/KIPPS Number**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency customers, agency employees, other social service agencies, community resource agencies, government officials, and the general public in order to determine assistance eligibility for customers. Makes referrals to and coordinates access to other services within the community for customers. The position also provides daily dissemination of information regarding state and federal regulations as well as agency programs, policy, and procedures.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry, or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer system. A high level of stress may exist in the determination of eligibility and the limits of the programs and resources to effectively resolve the customers need for help. On occasion, physical harm may be threatened or attempted by hostile, angry, or upset customers.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, software applications, the internet, telephone systems, faxes, printers, and copy machines are used daily.

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**PART III-Education, Experience and Physical Requirements Information.**

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**27. Minimum Qualifications as stated in the State of Kansas Class Specification.**

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency.

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**28.SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Current DCF systems experience (KAECSSES, BASI/BARI, EATTS, KESSEP), case management experience, four year degree.

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**29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).**

Significant time is spent either in customer contact, collateral contact, or in operation of computer systems. Customer contact is either Face to face, or on the telephone. Extended periods of time may be spent entering data into, or obtaining information from the computer systems used to determine and document customer eligibility.

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**30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.**

Specialists are required to follow proscribed office procedures to ensure their safety, and the safety of others when interviewing customers who may become hostile, angry or upset.

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**PART IV-Signatures**

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Signature of Employee

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Date

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Signature of Personnel Official

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Date

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Signature of Supervisor

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Date

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Signature of Agency Head or  
Appointing Authority

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Date